

Customer Satisfaction Report

For the Period 1/1/2005 to 3/31/2005

Survey information by Division for CIT Surveys

Snapshot Date: 4/5/2005

Were the Consultant(s) Courteous?

"Yes" or "No" response requested. Information displays only where responses were captured.

	DCS	DCSS	DECA	DNST	Total
No	2	0	0	0	2
Yes	1107	21	41	70	1239

Did the Consultant(s) Understand the Problem/Request?

"Yes" or "No" response requested. Information displays only where responses were captured.

	DCS	DCSS	DECA	DNST	Total
No	4	0	0	0	4
Yes	1,105	21	41	70	1,237

Was the Problem/Request Resolved in a Timely Manner?

"Yes" or "No" response requested. Information displays only where responses were captured.

	DCS	DCSS	DECA	DNST	Total
No	6	0	0	0	6
Yes	1,103	21	41	70	1,235

Did You Feel that You Received Effective Support from All the Consultants Who Handled Your Problem/Request?

"Yes" or "No" response requested. Information displays only where responses were captured.

	DCS	DCSS	DECA	DNST	Total
Yes	1,109	21	41	70	1,241

Was the Problem/Request Resolved to Your Satisfaction?

"Yes" or "No" response requested. Information displays only where responses were captured.

	DCS	DCSS	DECA	DNST	Total
No	13	1	0	4	18
Yes	1,096	20	41	66	1,223

How Would You Rate Your Overall Customer Experience?

"Completely Dissatisfied", "Somewhat Dissatisfied", "Satisfied", "Very Satisfied" or "Excellent" response requested. Information displays only where responses were captured.

	DCS	DCSS	DECA	DNST	Total
Completely Dissatisfied	1	0	0	0	1
Somewhat Dissatisfied	3	1	0	0	4
Satisfied	53	2	3	9	67
Very Satisfied	156	7	9	15	187
Excellent	896	11	29	46	982

DCS

Number of Surveys Sent During Period: 19,385

Number of Surveys Returned: 1109

Rate of Return: 5.70 %

DCSS

Number of Surveys Sent During Period: 424

Number of Surveys Returned: 21

Rate of Return: 4.90 %

DECA

Number of Surveys Sent During Period: 810

Number of Surveys Returned: 41

Rate of Return: 5.00 %

DNST

Number of Surveys Sent During Period: 2,023

Number of Surveys Returned: 70

Rate of Return: 3.40 %